

JOB HAZARD ANALYSIS (JHA)		Date: 04-01-06	X New JHA Revised JHA
Task: Interacting with the public		JHA #1	Page ____1__ of __4__
Task Overview:	APHIS personnel will interact with the public in various fashions. While they, of course, have to interact with each other, they will also be working with temporary and contract personnel as well as employees from other local, state and federal agencies. They will be interacting with members of the public while performing their duties. These duties can include conducting investigations, surveillance interviews, euthanizing animals, destroying crops or pests. These duties may have to be performed on/concerning property owned by members of the public. These duties can be in extreme rural, as well as urban settings. APHIS personnel may also have to deal with Ranchers/Farmers or others affected (biologically or economically) by animal or plant disease. AHIS personnel may also have to deal with individuals peripheral to the situation, but of strong opinions		
Task Elements:	<ul style="list-style-type: none"> <li>•Safely interact with all personnel on deployment site.</li> <li>•Safely interact with individuals being interviewed (as part of investigation or surveillance)</li> <li>•Safely interact with individuals whose land must be used as part of a deployment</li> <li>•Safely interact with individuals whose property must be samples, tested, or destroyed as part of a deployment</li> <li>•Safely interact with member of the public who are not stakeholders in the deployment, but have issue with the work being performed or the government in general</li> </ul>		
Personal Protective Equipment:	Work clothes, Dust mask, air purifying respirator, safety glasses, nitrile (exam) gloves, work gloves		
Tools and Equipment:			
<b>OCCUPATIONAL HEALTH CONCERNS</b>			
Chemical Agents:	Physical Agents:	Biological Agents:	
None	Violence	Human borne pathogens Animal borne pathogens	
<b>Activity/Sequence of Job Steps</b>	<b>Potential Hazards/ Injury sources</b>	<b>Safe Action or Procedure</b>	
1) Safely interact with all personnel on deployment site.	criminal activity violence	<ul style="list-style-type: none"> <li>• Assure the Security Officer has set hiring background checks for deployment</li> <li>• Follow USDA's recommendation on preventing workplace violence (Appendix 3-A)</li> </ul>	
2) Safely interact with individuals being interviewed (as part of investigation or surveillance)	criminal activity violence human/animal disease transmission	<ul style="list-style-type: none"> <li>• Assure Supervisor is knowledge of daily interviewing/investigation schedule</li> <li>• Have regular call-in times with supervisor</li> <li>• Train APHIS personnel on the warning sign of escalating behavior*</li> <li>• Train APHIS personnel on personnel conduct to minimize</li> </ul>	

		<p>violence**</p> <ul style="list-style-type: none"> <li>• In situations which are escalating, APHIS personnel are to disengage with the parties involved, leave the area and contact their supervisor and the Security Officer.</li> <li>• If incident occurs, complete forms 259 (Appendices 3-B)</li> <li>• Use appropriate PPE (gloves, clothes cover, respirator as outlined by the Safety Officer) while meeting with individuals</li> <li>• Leave car a safe distance from a possibly infectious sight.</li> <li>• Disinfect (with spray applications) boots, tires of car as needed.</li> </ul>
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Safely interact with member of the public who are not stakeholders in the deployment, but have issue with the work being performed or the government in general	<p>criminal activity violence</p>	<p>Follow procedures as laid out by Security Officer</p>

**\* Five warning signs of escalating behavior**

Warning signs	Suggested responses
<b>Confusion</b>	
Behavior characterized by bewilderment or distraction. Unsure or uncertain of the next course of action.	<ul style="list-style-type: none"> <li>• Listen to their concerns.</li> <li>• Ask clarifying questions.</li> <li>• Give them factual information.</li> </ul>
<b>Frustration</b>	
Behavior characterized by reaction or resistance to information. Impatience. Feeling a sense of defeat in the attempt of accomplishment. May try to bait you.	<ul style="list-style-type: none"> <li>• See steps above.</li> <li>• Relocate to quiet location or setting</li> <li>• Reassure them.</li> <li>• Make a sincere attempt to clarify concerns.</li> </ul>
<b>Blame</b>	
Placing responsibility for problems on everyone else. Accusing or holding you responsible. Finding fault or error with the action of others. They may place blame directly on you. Crossing over to potentially hazardous behavior.	<ul style="list-style-type: none"> <li>• See steps above.</li> <li>• Disengage and bring second party into the discussion.</li> <li>• Use teamwork approach.</li> <li>• Draw client back to facts.</li> <li>• Use probing questions.</li> <li>• Create “yes” momentum.</li> </ul>
<b>Anger – judgment-call required</b>	
Characterized by a visible change in body posture and disposition. Actions include pounding fists, pointing fingers, shouting or screaming. This signals very risky behavior.	<ul style="list-style-type: none"> <li>• Use venting techniques.</li> <li>• Don’t offer solutions.</li> <li>• Don’t argue with comments made.</li> <li>• Prepare to evacuate or isolate.</li> <li>• Contact supervisor and/or security.</li> </ul>
<b>Hostility – judgement-call required</b>	
Physical actions or threats which appear imminent. Acts of physical harm or property damage. Out-of-control behavior signals they have crossed over the line.	<ul style="list-style-type: none"> <li>• Disengage and evacuate.</li> <li>• Attempt to isolate person if it can be done safely.</li> <li>• Alert supervisor and contact security immediately.</li> </ul>

The above chart is based on information for the Minnesota Department of Labor and Industry

**\*\* Personal conduct to minimize violence**

**Personal conduct to minimize violence**

*Follow these suggestions in your daily interactions with people to de-escalate potentially violent situations. If at any time a person's behavior starts to escalate beyond your comfort zone, disengage.*

DO	DO NOT
<ul style="list-style-type: none"><li>• Project calmness, move and speak slowly, quietly and confidently.</li><li>• Be an empathetic listener. Encourage the person to talk and listen patiently.</li><li>• Focus your attention on the other person to let him/her know you are interested in what he/she has to say.</li><li>• Maintain a relaxed yet attentive posture and position yourself at a right angle rather than directly in front of the other person.</li><li>• Acknowledge the person's feelings. Indicate that you can see he/she is upset.</li><li>• Ask for small, specific favors such as asking the person to move to a quieter area.</li><li>• Establish ground rules if unreasonable behavior persists. Calmly describe the consequences of any violent behavior.</li><li>• Use delaying tactics which will give the person time to calm down. For example, offer a drink of water (in a disposable cup).</li><li>• Be reassuring and point out choices. Break big problems into smaller, more manageable problems.</li><li>• Accept criticism in a positive way. When a complaint might be true, use statements like "You are problem right" or "It was my fault." If the criticism seems unwarranted, ask clarifying questions.</li><li>• Ask for his/her recommendations. Repeat back to him/her what you feel he/she is requesting of you.</li><li>• Arrange yourself so that a visitor cannot block your access to an exit.</li></ul>	<ul style="list-style-type: none"><li>• Use styles of communication which generate hostility such as apathy, brush off, coldness, condescension, robotism, going strictly by the rules or giving the run-around.</li><li>• Reject all of a client's demands from the start.</li><li>• Pose in challenging stances such as standing directly opposite someone, hands on hips or crossing your arms. Avoid any physical contact, finger pointing or long periods of fixed eye contact.</li><li>• Make sudden movements which can be seen as threatening. Notice the tone, volume and rate of your speech.</li><li>• Challenge, threaten or dare the individual. Never belittle the person or make him/her feel foolish.</li><li>• Criticize or act impatiently toward the agitated individual.</li><li>• Attempt to bargain with a threatening individual.</li><li>• Try to make the situation seem less serious that it is.</li><li>• Make false statements or promises you cannot keep.</li><li>• Try to impart a lot of technical or complicated information when emotions are high.</li><li>• Take sides or agree with distortions.</li><li>• Invade the individual's personal space. Make sure there is a space of three feet to six feet between you and the person.</li></ul>

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